

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **KOPITIAM CARD - Cessation**

<b>Questions</b>	<b>Answers</b>
<b>K-CARD DISCONTINUATION</b>	
<b>What is the reason for discontinuing the Kopitiam card stored value programme?</b>	As part of Kopitiam's digitalisation journey, we have introduced payment through the <b>FairPrice Group App</b> at our outlets. We strongly encourage our customers to use the app for greater convenience and to continue enjoying their 10% discount* off regular purchases.
<b>What happens to the existing Kopitiam Cards?</b>	The refund exercise that commenced on 01 March 2023 was successfully completed on 01 July 2023. The Kopitiam Cards are no longer accepted for payment in our outlets. You may retain it as a keepsake or dispose of it.
<b>Why are we phasing out the kopitiam cards where not everybody has a mobile phone?</b>	We are digitalising our reward programme (i.e. moving from physical Kopitiam card with top-up required to the FairPrice Group App without the need to preload any money).
<b>KOPITIAM CARD REFUND (GENERAL)</b>	
<b>Can the value in Kopitiam card be refunded?</b>	The refund exercise that commenced on 01 March 2023 was successfully completed on 30 June 2023.
<b>FairPrice Group App USAGE (GENERAL)</b>	
<b>What are the benefits of using the FairPrice Group App?</b>	<ol style="list-style-type: none"><li>1. Users will be able to enjoy <b>up to 10% discount* off</b> regular items just like the Kopitiam card.</li><li>2. <b>Greater savings!</b> Can use your available Linkpoints to off-set your Kopitiam purchase.</li><li>3. All payment transactions can be easily viewed in the App.</li><li>4. They can use the app at other merchants eg. FairPrice supermarkets to earn Linkpoints.</li></ol>
<b>Where can the FairPrice Group App be used?</b>	<p>The FairPrice Group App is currently accepted at participating stalls in over 70 Kopitiam outlets.</p> <p>For the updated list of Kopitiam outlets, please visit our website at <a href="https://www.kopitiam.biz/kopitiam-on-fairprice-app/">https://www.kopitiam.biz/kopitiam-on-fairprice-app/</a></p>

<b>What about outlets/stalls who don't have the FP app payment scanner? How do we get a 10% discount?</b>	The FairPrice Group App is currently accepted at participating stalls in over 70 Kopitiam outlets. By 1 March 2023, all outlets that have been accepting Kopitiam cards as a payment option will accept payments via the FairPrice Group App.
<b>Who can help me to download the App and show me how to use it?</b>	For step-by-step guide, please visit the Kopitiam website at <a href="https://www.kopitiam.biz/kopitiam-on-fairprice-app/">https://www.kopitiam.biz/kopitiam-on-fairprice-app/</a>
<b>NON-DCC PERSONS</b>	
<b>What about elderly who are not tech-savvy?</b>  <b>My parents don't have smartphones. How can they benefit from the 10% discount?</b>	We have made special arrangements for our elderly customers. From 1 March 2023, diners who are part of the Pioneer Generation, Merdeka Generation or the ComCare scheme will enjoy the 10% discount* by flashing their PG/MG/ComCare cards at all FairPrice Group App participating Kopitiam outlets/stalls.
<b>I have the Link card. Can I still use it to get the 10% discount?</b>	The 10% discount* can only be enjoyed when you pay through the FairPrice Group App.
<b>OTHER CARDS</b>	
<b>Which are the outlets that offer a 10% discount to all PG/MG/ComCare cardholders?</b>	From 1 March 2023, elderly diners who are part of the Pioneer Generation, Merdeka Generation or the ComCare scheme will enjoy the 10% discount* by flashing their PG/MG/ComCare cards at all FairPrice Group App participating Kopitiam outlets/stalls.
<b>NTUC Member (Union) Promo</b>	Simply flash their NTUC member (Union) card to continue enjoying the discounted Kopitiam Signature Breakfast Set. Terms & conditions apply.

\*10% discount applies to regular-priced items only, excluding alcoholic beverages and tobacco products.

For enquiries/feedback regarding the Kopitiam Card programme, please contact us at <https://www.kopitiam.biz/contact-us/>